

Primary
Health Care
Research and
Information
Service

Annual Report 2011



Primary
Health
Care
Research &
Information
Service



Flinders
UNIVERSITY

Produced April 2012 by the Primary Health Care Research and Information Service (PHC RIS)
 Compiled by Olga Anikeeva
 Edited by Ellen McIntyre, Kelly Binelli, Amanda Carne, Louise Baird
 Designed by Andrew Vincent Graphic Design

What is PHC RIS?

The Primary Health Care Research & Information Service (PHC RIS) is a national primary health care organisation based at Flinders University in South Australia in the Discipline of General Practice.

Vision - what we aspire to be

PHC RIS excels in sharing information and knowledge to support Australian primary health care to improve health outcomes and service provision.

Mission - what we do to achieve our vision

PHC RIS works in partnership with our stakeholders in the primary health care community to generate, manage and share quality information and knowledge that informs and influences policy and performance in primary health care.

Goals - what we do to achieve our mission

PHC RIS collaborates with stakeholders to:

- provide comprehensive information and evidence about Australian primary health care
- facilitate the exchange of information and knowledge
- improve accessibility to quality data, information and evidence
- expand PHC RIS opportunities in and understanding of knowledge exchange and networking.

Values and principles - how we operate

PHC RIS adheres to and promotes the values of transparency, integrity, respect, trust, innovation, professionalism and responsibility.

PHC RIS is guided by the following principles:

- We provide high quality information that is valid, relevant, accessible, timely, comprehensive and tailored.
- We involve potential users in our data collection, research and evaluation to optimise the value and maximise uptake of findings.
- Our partnerships are based on respectful reciprocal relationships.
- We undertake continuous quality improvement through consultation and evaluation.
- We provide opportunities for dialogue and discussion within our team and among our stakeholders.
- We actively contribute to the Flinders University community.

Stakeholders - who we work with

Our stakeholders comprise our funders, our university, primary health care researchers (in particular those associated with the PHCRED Strategy) and research users. Research users include primary health care policy makers, primary health care service providers, primary health care organisations and consumer groups.

*This publication was funded by the Australian Government Department of Health and Ageing.
 The views expressed do not necessarily represent the position of the Australian Government.*

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Director's report

– Ellen McIntyre, PHC RIS

I take great delight in presenting the Primary Health Care Research and Information Service (PHC RIS) Annual Report 2011. What PHC RIS has achieved is a real tribute to the hard work of the dedicated, innovative and enthusiastic PHC RIS staff.

In 2011, PHC RIS undertook significant strategic planning to determine its place and direction in the changing primary health care research, policy and practice environment. Divisions of General Practice are being replaced with Medicare Locals who will coordinate primary health care delivery, address local health care priorities, support health professionals and improve access to primary care. The Primary Health Care Research, Evaluation and Development (PHCRED) Strategy also changed dramatically with the emergence of Centres of Research Excellence (CRE) and the drawing to a close of the Research Capacity Building Initiative (RCBI).

As a consequence, PHC RIS is becoming more focused on knowledge exchange and has expanded its resources, enhanced its engagement with stakeholders and consolidated its position in the field of knowledge exchange.

Our new series Policy Issue Reviews examine topical policy-relevant issues in primary health care by synthesising recent research relevant to key directions in Australian health policy. These topics have been stimulated by policy issues and contain research evidence that informs and helps shape policy.

PHC RIS has increased opportunities for knowledge exchange through more extensive interactions with policy makers, particularly with those located in the Australian Government Department of Health and Ageing. In addition, PHC RIS staff have actively engaged with our stakeholders (current and new) at the conferences and forums they have attended. This has provided us with useful insight into the needs of those we work with as well as how we can address these needs.

The responses we have received to our annual conference, the use being made of our research register ROAR and the many hits and downloads of our website resources (infoBytes, PHC RIS infonet, eBulletin, Fast Facts, Fact Sheets, RESEARCH ROUNDup, Divisions network resources, acronyms) indicates that our stakeholders value what we do. We are encouraged by this and look forward to continuing our collaborations with you and your organisation into the future.

PHC RIS staff



**A/Professor
Ellen McIntyre**
Director
Team: Executive



Cecilia Moretti
Research
Associate (until
April)
Team: Research



**Dr Olga
Anikeeva**
Research
Associate
Team: Research



Kelly Binelli
Information
Systems Officer
Team: IT



**Simon
Patterson**
Information
Systems
Manager
Team: IT,
Executive



**Eleanor
Jackson
Bowers**
Research
Associate
Team: Research



Lynsey Brown
Research
Associate
Team: Research



**Fae
Heaselgrave**
Communications
Officer (until April)
Team:
Administration



**Dr Petra
Bywood**
Research
Manager
Team: Research,
Executive



**Amanda
Carne**
Research
Associate
Team: Research



Wai Ling Kok
Web Programmer
Team: IT



Louise Baird
Administration
Officer
Team:
Administration



Fiona Hawkins
Administration
Manager & Event
Coordinator
Team:
Administration,
Executive



**Belinda
Lunnay**
Research
Associate
Team: Research



**David
Branford**
Web Developer
Team: IT



**Mikaela
Lawrence**
Administration
Officer
Team:
Administration



**Dr Christina
Hagger**
Research Fellow
Team: Research



**Dr Bradley
Smith**
Research
Associate
Team: Research



Kylie Dixon
Website
Coordinator
Team: IT



**Karen
Brandon**
Administration
Assistant
Team:
Administration



**Dr Sara
Howard**
Research Fellow
Team: Research



Rachel Katterl
Research
Associate
Team: Research

Executive summary

PHC RIS is committed to facilitating opportunities for researchers, policy makers and the Divisions of General Practice Network to communicate, engage and collaborate with one another.

PEOPLE TO PEOPLE ENGAGEMENT

Over 500 delegates attended the annual **Primary Health Care (PHC) Research Conference** in Brisbane 13-15 July 2011, which was themed, *Inspirations, collaborations, solutions*.

PHC RIS demonstrated its support of **PHCRED and other stakeholder events** by attending and participating in annual PHCRED conferences, policy events and Divisions events.

In 2011, PHC RIS developed its **international and national links** with stakeholders by submitting articles to newsletters and by inviting contributions from our colleagues in Australia and overseas.

Roadmap Of Australian primary health care Research (ROAR) is an on-line research tool that helps PHC RIS stakeholders find out about recent and current research, researchers, research organisations and research funding opportunities. In 2011, ROAR had over 2 700 researcher profiles, over 1 000 research projects and more than 300 organisations.

LINKING PEOPLE WITH RESOURCES

More than 190 000 people from Australia and overseas accessed the PHC RIS website in 2011. The top three most visited resources on the website were: Primary Health Care Research Conference pages, ROAR researcher profiles and the *PHC RIS eBulletin*.

PHC RIS eBulletin is a weekly email compiled in-house, comprising an array of national and international primary health care research publications, resources and activities. In 2011, there was a 10% increase in subscriptions to *eBulletin* from the previous year, with over 2 400 subscribers.

PHC RIS infonet is a bi-monthly newsletter designed to inform, influence and enhance primary health care practice, policy and research. It aims to maximise communication sharing between our stakeholders. In 2011, *PHC RIS infonet* had a subscriber base of almost 2 200.

PHC RIS has continued to develop its suite of **PHC RIS infoBytes** and **Fact Sheets**, which provide a plethora of information about Divisions, Medicare Locals, information presentation and primary health care research.

In 2011, there were 12 new and/or revised *Fact Sheets* and seven new *infoBytes*.

Snapshot of Australian primary health care research is an annual publication that is produced by PHC RIS and funded by the Department of Health and Ageing under the PHCRED Strategy. *Snapshot* highlights recently completed work relevant to primary health care reform. The 2011 edition focused specifically on efforts to improve Australians' experience of their health care system.

PHC RIS produced six issues of **RESEARCH ROUNDup**, a resource aimed at keeping readers up-to-date with new Australian primary health care research. The most viewed *RESEARCH ROUNDup* was *Health literacy and primary health care*, with 406 hits and 180 downloads.

In 2011, PHC RIS produced a new series of publications called **Policy Issue Reviews**, which examined topical policy-relevant issues in primary health care. The first six publications covered topics ranging from *Patient experience of health care performance* to *Models of patient enrolment*.



Executive summary

LINKING THROUGH DATA AND INFORMATION

The Research Capacity Building Initiative (RCBI) is funded through the PHCRED Strategy. PHC RIS supports the work of RCBIs by providing year-on-year comparisons of ***RCBI annual reports***, which are made publicly available.

The ***Divisions Online Reporting System*** on the PHC RIS website features a charting function, which enables Divisions to compare their own data with the performance of others. The search function enables users to easily find the data that they want.

People to people engagement

PHC RIS aims to help our stakeholders link up with each other, to better understand each other's goals and professional cultures, and to influence each other's work.

PHC RESEARCH CONFERENCE

PHC RIS facilitates opportunities for forging new partnerships and promoting the use of research based evidence in decision-making through our comprehensive website, networking opportunities, analysis and reporting resources. Our applied research on knowledge transfer and exchange seek to expand and enhance these processes.

The Primary Health Care (PHC) Research Conference represents a significant networking opportunity and is a knowledge brokering event on a large scale, bringing together decision-makers, researchers and other stakeholders to establish and maintain relationships around topics of mutual interest.

The theme for the 2011 PHC Research Conference was *Inspirations, collaborations, solutions*. With 501 delegates attending from all Australian states, as well as a strong contingent from New Zealand, the Conference provided a forum for the presentation of research relevant to Australian primary health care and health reform. Throughout this Conference, delegates experienced much inspiration through what was presented, what was discussed and how they could use this information to further their thinking.

It has given me the ability to compare presented topics and trends – we can clearly see a major shift on the conference emphasis to align to Australian health care system changes.

Conference delegate

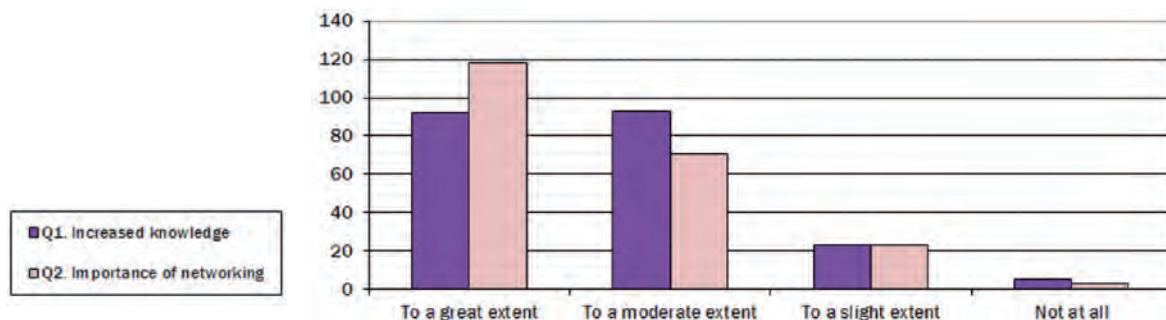
Dr Dame Claire Bertschinger, Director for Diploma in Tropical Nursing, London School of Hygiene and Tropical Medicine, the opening plenary keynote speaker, was inspiring in describing how she was able to make a difference.

She set the scene for the Conference by encouraging us to be the change we want to see. The many stories she told can be found in her book *Moving Mountains*.

Professor Kim Bennell, Director of the multidisciplinary Centre for Health, Exercise and Sports Medicine, University of Melbourne, was excellent in providing a comprehensive overview of the possible interactions and integrations of research and practice demonstrating how inspirations and collaborations can work together to produce solutions to our current health issues.

Q1 How well did the Conference increase your knowledge of the scope of current research?

Q2 How important was networking to you at the Conference?



People to people engagement

The opportunities to network have been beyond my imagination. The excitement to see my work available for others to comment on and use as a stepping stone towards improving health care in the future has been invaluable. The fact that this information is available on-line is wonderful.

Conference delegate

The PHC Research Conference keeps improving, and one factor is the close attention given to the evaluation comments received from delegates each year. Many respondents expressed appreciation of the excellent organisation, the friendly 'green' PHC RIS staff, the food, and the sponsored delegate positions. The conference evaluation was done entirely on-line in keeping with our green policy. The response rate was 43%.

Planning for the 2012 PHC Research Conference began in late 2011 and will be held in Canberra 18 – 20 July 2012 with the theme *Inform, influence, implement: Research improving policy & practice*. Visit: www.phcris.org.au/conference for more information about the 2012 Conference or to view abstracts and presentations from previous years.

PHCRED and PHC RIS

The Primary Health Care Research, Evaluation and Development (PHCRED) Strategy is a nationwide research program funded by the Australian Government Department of Health and Ageing (DoHA) and launched in 2000.

The Strategy aims to improve Australia's capacity to produce high quality primary health care research that provides an evidence base to support decision making in the primary health care sector.

PHC RIS has been linked with the PHCRED Strategy since 2001 and has supported the Strategy through its role in information management and knowledge exchange between its key stakeholders.

More information about the PHCRED Strategy and the support PHC RIS provides to it is available from www.phcris.org.au/phcred

SUPPORTING PHCRED

PHC RIS continually demonstrates its commitment to PHCRED through *PHC RIS infonet*, ROAR, PHCRED webpages www.phcris.org.au/phcred/, the PHC Research Conference, promoting and where possible, attending PHCRED events, and publications and vacancies through *PHC RIS eBulletin* and through analysing the RCBI annual reports (see pg 22 for more on RCBI annual reports).

PHCRED Conferences/ Workshops

PHC RIS staff are routinely invited to attend annual PHCRED conferences and often invited to participate in workshops or give presentations.

Conference reports are then written (sometimes guest-authored) and published in the subsequent issue of *PHC RIS infonet*, providing reviews and insights into the theme and outcomes for those who were unable to attend. In 2011, PHC RIS staff attended the following events:

- Annual PHCRED Tri-State Conference in Adelaide, 15-16 September – *PHC RIS infonet* article entitled: *Celebrating a decade of research capacity building* (December 2011 issue)

People to people engagement

- *Looking to the future* – PHCRED WA Research Conference in Perth, 21 October – *PHC RIS inonet* article entitled: *Looking to the future* (December 2011 issue); website: <www.phcredwa.org.au/>
- 8th Tasmanian Annual PHCRED Symposium in Hobart, 11 November – *PHC RIS inonet* article entitled: *Making a Difference - Building the Health of Primary Health Research in Tasmania* (February 2012 issue); website: <www.phcred.utas.edu.au/symposiums.htm>
- 4th Annual VicPHCRED Conference in Melbourne, 25 November – *PHC RIS inonet* article entitled: *Showcasing new and emerging researchers in primary health care* (February 2012 issue); website: <<http://www.vicphcred.monash.edu.au/conference.html>>

KNOWLEDGE EXCHANGE EVENTS

Workshop: Knowledge Exchange – facilitating the use of research in policy and practice

This workshop was presented at The Scottish School of Primary Care 2011 Conference in April.

The aim of the event was to explore knowledge exchange strategies that facilitate the use of research evidence in primary health care policy and practice. Participants were equipped with knowledge to enable them to suggest ways in which to enhance knowledge exchange in their individual settings.

Ahead of the Game: building connections with researchers

The aim of this Department of Health and Ageing briefing was to promote the use of PHC RIS and APHCRI as resources for the Department. The role of Peter McInnes as knowledge broker was also outlined. Department staff were encouraged to use the PHC RIS website to obtain information on primary health care. The importance of networks between researchers and policy makers in facilitating knowledge exchange and translation was stressed to participants.

DIVISIONS' EVENTS

AGPN Forum

The Australian General Practice Network (AGPN) is the national peak representative body for Divisions. Each year, AGPN holds a Forum to enhance participants' knowledge of and contribution to the health reform agenda.

PHC RIS had the opportunity to attend the 2011 Forum entitled, *Transforming for success: building on strengths, embracing partnerships* (see February 2012 *PHC RIS inonet* issue), and to network with delegates. Our booth received plenty of attention. Delegates who approached the booth were interested in Divisions data, including the new charting feature as well as the many ways we display data for easy use.

GENERAL PHC EVENTS

International

PHC RIS participated in the following international conferences:

Scottish School of Primary Care (SPCC) Annual Conference 2011: Think Global!

Edinburgh, 19-20 April 2011.

PHC RIS presented a workshop entitled *Knowledge Exchange - facilitating the use of research in policy and practice*. Approximately 100 delegates attended the Conference. The four keynote speakers (Professor Jane Gunn, Professor Carmel Hughes, Senior Scientist Merrick Zwarenstein and Professor Jan de Maeseneer) were excellent both in their presentation style as well as the substance of their talks.

People to people engagement

International Forum on Quality & Safety in Healthcare: *Better health, safer care, lower costs*

On-line, 5-8 April 2011

The Conference attracted 2 800 delegates from 83 countries as well as a large number of virtual delegates. The theme was *Better health, safer care, lower costs*, with six streams of presentations (clinical improvement and innovation; leadership and business management; learning education and culture; patient partnerships; safe and reliable care; service redesign and transformation).

Our ongoing links with the European Forum for Primary Care and the E-watch Policy Newsletter (produced by the Quebec Population Health Research Network (QPHRN) in collaboration with GLS Réseaux and the National Collaborating Centres for Public Health) ensures that critical publications we disseminate in *eBulletin* are very quickly circulated to readers around the world.

National

PHC RIS participated in the following national events:

Implementation of Primary Health Reform: Medicare Locals

Melbourne, 13 May 2011

This forum was convened by the National Primary and Community Health Network. Tony Sherbon provided delegates with a comprehensive overview of the latest developments regarding Medicare Locals. Presentations from SA, VIC and NSW State Health Departments further outlined the challenges and opportunities in working with Medicare Locals.

Advances in health outcomes assessment: implications for current practice

Health outcomes seminar series with Dr John Ware

Adelaide, 5 May 2011

In this seminar, Dr Ware focused on the application and interpretation of patient reported health outcomes measures, as well as the implications for current practice. The underlying theme was the principle that health outcomes should be measured on a continuum in order to cover everything from clinical to generic information.

Diffusion, spread and sustainability of innovation

Knowledge translation and exchange masterclass

Canberra, 29 March 2011

The Masterclass, presented by Professor Jonathan Lomas, was based on the concept of an 'innovation adoption chain'. The key message was that both individual and organisational factors are required to create a receptive context for adopting innovations, by changing structures, processes and cultures.

AGPN national stakeholder roundtable

Canberra, 29 June 2011

Australian General Practice Network (AGPN) hosted a roundtable to explore opportunities for engagement between healthcare reform stakeholders and Medicare Locals. Various national organisations were represented including Divisions of General Practice, State Based Organisations, non-government organisations, professional associations and government funded bodies.

People to people engagement

AGPN masterclass on health service development and models of care

Brisbane, 17-18 August 2011

Australian General Practice Network (AGPN) delivered a masterclass that covered a wide range of topics relevant to Medicare Locals. The first day was focused on health service development and planning, with the second day progressing into models of coordinated care and the difficulties in balancing the interests of various stakeholders.

Making change happen

Melbourne, 27 October 2011

This inaugural research showcase day for the Department of General Practice at Monash University was convened by Professor Danielle Mazza. Presentations varied from knowledge translation and eHealth to women's and children's health and medical education.

Extending our collaborative arm

PHC RIS *infonyet* has afforded PHC RIS the opportunity to extend its collaborative arm with the following national organisations. Each organisation accepted our invitation to share and promote what they do with the readers of our newsletter.

December issue

Australian General Practice Network

Australian Indigenous HealthInfoNet

Australian Primary Health Care Research Institute

October issue

Australian Association for Academic Primary Health Care CareSearch

The Australian Health Workforce Institute

August issue

Lowitja Institute

Australian General Practice Network

June issue

Australian Indigenous HealthInfoNet

Refugee Health Network of Australia

Australian Association of Academic Primary Care

Australian General Practice Network

April issue

Health Workforce Australia

Primary Health Care Research Network

February issue

Rural Health Academic Network
Australian Institute for Primary Care & Ageing

ROAR

The Roadmap Of Australian primary health care Research (ROAR) 'maps' on-line research for researchers, policy advisors, funding bodies and practitioners to raise awareness of current and recently completed research, reduce duplication of effort and facilitate the development of collaborative research partnerships.

ROAR enables users to view information by:

Research project – each record contains details about current or recently completed primary health care research by: project title, description, researcher/s, organisation and publications and presentations arising from the project

Researcher profiles – includes information about people involved in primary health care research, their research interests, qualifications and research activities and includes contact details

Organisations – gives details of research organisations across Australia, including: research centres, universities, academic departments of general practice, rural health, public health, population health, and schools of nursing

Funding opportunities – highlights scholarships, fellowships, and grants for primary health care research.

People to people engagement

Individuals with ROAR accounts can update their own ROAR profile by requesting a *my PHC RIS* account.

my PHC RIS allows users to create, edit and manage their own ROAR data. Accounts need to be requested on-line from the *my PHCRIS* homepage: <www.phcris.org.au/myphcris>

In 2011 ROAR had over 2 700 researcher (individual) profiles, over 1 000 research projects and more than 300 organisations. ROAR is keyword searchable, and accessible from: <www.phcris.org.au/roar> ROAR had a lot of use in 2011 with 62 479 unique page views.

The Top 10 ROAR Profiles viewed in 2011 were:

- 1 Mr Christopher Freeman
- 2 Dr Merridy Malin
- 3 Prof Rosemary Calder
- 4 Dr Jill Benson
- 5 Dr Arlene Chan
- 6 Prof Mark Harris
- 7 Ms Suzanne Smith
- 8 Dr Wendy Brodribb
- 9 Dr Walter Abhayaratna
- 10 Dr Mohamed Dirani

The Top 10 ROAR Projects viewed in 2011 were:

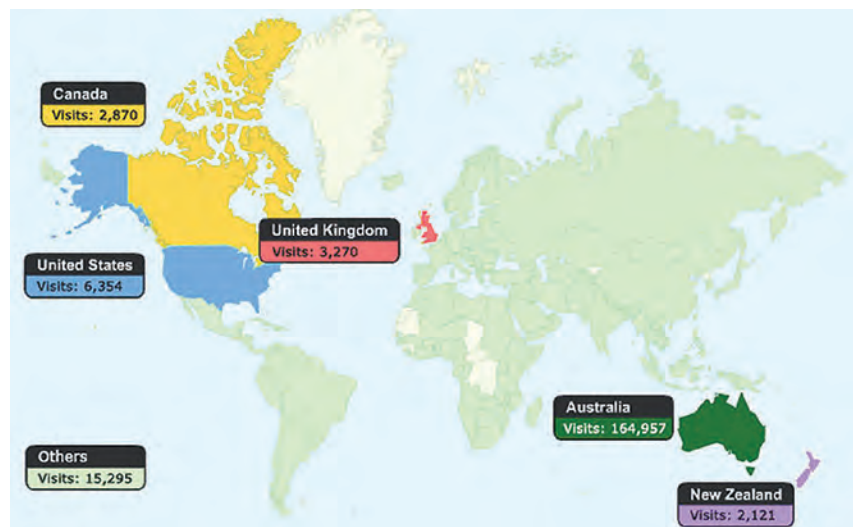
- 1 *Implementing guidelines to routinely prevent chronic diseases in general practice*
- 2 *Strengthening leadership in the not-for-profit aged and community care sector*
- 3 *The Centre of Excellence for Research in Building Quality, Governance, Performance and Sustainability in Primary Health Care*
- 4 *Closing the Divide: Assessing and Navigating the Unmet Supportive Care Needs of Indigenous Cancer Patients*
- 5 *Determinants of effective clinical networks*
- 6 *Optimising Access to Best Practice Primary Health Care: A Systematic Review*
- 7 *A rehabilitation intervention for families and children with neuropsychological dysfunction following acquired brain injury*
- 8 *The Centre of Excellence for Indigenous primary care intervention research in chronic disease*
- 9 *An experimental trial of a fruit and vegetable subsidy program in a regional Aboriginal Health Service in New South Wales*
- 10 *"Getting better at chronic care" in north Queensland: A cluster randomized trial of patient-centred care delivered by Indigenous health professionals to Indigenous clients*



Linking people with resources

PHC RIS supports and engages our stakeholders (policy advisors, PHC researchers, PHC organisations, PHC service providers, consumer groups and Flinders University) by producing a wide range of on-line and printed resources relevant to PHC research.

PHC RIS WEBSITE: COVERAGE & USE



Most popular resources on PHC RIS website

In 2011, the PHC RIS website had 194 867 visitors (people).

Total number of visitors from	N	%
1 Australia	164 957	84.6
2 United States	6 354	3.3
3 United Kingdom	3 270	1.7
4 Canada	2 870	1.5
5 New Zealand	2 121	1.1
Others	15 295	7.8
TOTAL	194 867	100.0

The 24/7 benefit of a website means that PHC RIS resources can be accessed at any time, and from any location. Analysis of the geographical audience that is attracted to the PHC RIS website is evidenced in the map left. As expected, the majority of people who use the website are from Australia (84.6%), but its content is also of significant interest to visitors from the US, UK, Canada and New Zealand.

The most visited resources world-wide were:

- 1 ROAR (62 479 visitors)
- 2 PHC Research Conferences (60 054 visitors)
- 3 eBulletin (50 618 visitors)
- 4 PHC RIS home page (42 114 visitors)
- 5 Divisions' profiles (21 815 visitors)

Approximately 18% (62 479 unique visitors) of the total traffic to the PHC RIS website visited ROAR pages. Approximately 22% of users visited ROAR on more than one occasion with most (88%) visiting the ROAR Profiles pages. The far-reaching effects of ROAR could mean that your researcher profile has a significant positive impact on your research career.

Linking people with resources

The high-hitting number of visits to the PHC Research Conference web-pages reflects the level of interest in previous conferences as well as the one held in 2011. Five hundred and one (501) delegates attended the 2011 PHC Research Conference, yet more than 8 300 people visited the conference abstract homepage for this year. Of these, 5 210 clicked into individual abstracts to view the presentation/workshop/poster in more detail.



The **PHC RIS Acronym** list is a popular resource designed to 'spell it out for you!' We appreciate the array of acronyms used in the primary health care research sector so our Acronyms list provides a searchable database to help you navigate your way around the jargon!

Nearly 1 500 people visited the Acronyms page in 2011. One hundred and seventy three new acronyms were added to the list, some of which were brought to our attention from our stakeholders, bringing the total to 1 186 acronyms.



PHC RIS eBulletin

PHC RIS eBulletin is a weekly email designed to inform readers of recently published articles and reports, news items, media releases, upcoming conferences and courses, research grants, scholarships and fellowships, PHC RIS products and services and new and/or relevant websites in the PHC field.

In 2011, there was an increase of 219 (10%) subscriptions to *eBulletin* from the previous year. *eBulletin* currently has over 2 400 subscribers.

The top five most popular eBulletin items for 2011 were:

- 1 *What motivates Australian health service users with chronic illness to engage in self-management* (8 December)
- 2 *A checklist for health research priority setting: nine common themes of good practice* (20 January)
- 3 *Culturally and linguistically diverse peoples' knowledge of accessibility and utilisation of health services: exploring the need for improvement in health service delivery* (15 June)
- 4 *Role of Australian primary healthcare organisations (PHCOs) in primary healthcare (PHC) workforce planning: lessons from abroad* (25 August)

In December 2011 PHC RIS began collaborating with Croakey, the Crikey health blog <<http://blogs.crikey.com.au/croakey/>>. Each week a blog entry is posted on Croakey, in which a member of the PHC RIS research team profiles a report or article of interest from the latest *PHC RIS eBulletin*. These entries draw attention to important current issues in primary health care and promote *eBulletin* to the readers of Croakey. The Croakey blog entries are promoted via the PHC RIS Twitter account <<http://twitter.com/#!/phcris>>.

Linking people with resources



PHC RIS infonet

PHC RIS produces a bi-monthly newsletter, *PHC RIS infonet*, which is designed to inform, influence and enhance primary health care practice, policy and research and aims to maximise communication sharing between our stakeholders. It is available in hard copy and electronically on-line and boasts a subscriber base of almost 2 200.

Infonet issue	Number of Hits (pages viewed)	Number of visitors (unique users)
February	1 640	1 472
April	1 192	1 075
June	1 628	1 468
August	1 074	917
October	937	860
December	968	876
ALL ISSUES	7 439	6 668

PHC RIS infonet provides an opportunity for PHC RIS to engage our stakeholders by inviting them to write a guest editorial or articles (see list of national contributors, pg 14) that would satisfy our submission criteria and be of interest and benefit to our readership. Our invitations are well received and we have been delighted with the response.

Previous issues are available to download from: <www.phcris.org.au/infonet>. All contributions are welcome and the guidelines for submitting articles are available from the *PHC RIS infonet* webpages.

Most popular article titles for 2011

In 2011, PHC RIS produced six issues of *PHC RIS infonet*. The five top articles published in the six issues of

PHC RIS infonet in 2011 (based on total hits in 2011) were:

- 1 *Editorial: Who are our primary health care research leaders?*
Ellen McIntyre, PHC RIS (April issue)
- 2 *2011 Primary Health Care Research Conference Inspirations, collaborations, solutions*
Ellen McIntyre, PHC RIS (February issue)
- 3 *Guest editorial: Raising the bar on Indigenous quality of care at the Lowitja Institute*
Professor Ian Anderson, The Lowitja Institute (August issue)
- 4 *Medicare Locals, progressing*
Dr Emil Djakic, Chair AGPN (August issue)
- 5 *Medicare Locals: inspiring, collaborative and solution oriented*
Dr Emil Djakic, Chair AGPN (June Issue)

Linking people with resources



PHC RIS infoBytes

As part of our commitment to provide information to build capacity, PHC RIS regularly produces and updates a series of on-line fact sheets called, *PHC RIS infoBytes*.

The *infoBytes* are informative and skill-building, and provide a portal to the array of resources about Divisions of General Practice, dissemination, primary health care, and research and evaluation. In 2011 seven new *infoBytes* were produced, bringing the total to 44.

The *infoByte: Primary Health Care* is the most frequently visited (13 612 page views in 2011) resource on the PHC RIS website.

New PHC RIS infoBytes in 2011:

- *Dissemination strategies for researchers*
- *Knowledge translation and exchange for health policy*
- *Medicare Locals*
- *International primary health care systems*
- *Nursing and primary health care systems*

- *Involving consumers in your research*
- *Rapid responses*

PHC RIS *infoBytes* are available to view from:

<www.phcris.org.au/infobytes>



PHC RIS Fact Sheets

PHC RIS produces a variety of printed *Fact Sheets* closely aligned to the *PHC RIS infoBytes* that include useful tips on dissemination, information exchange and getting your point across. There were 13 new and/or revised additions to the suite of *Fact Sheets* in 2011.

New Fact Sheets:

- *Primary Health Care Matters*
- *Writing great abstracts*
- *PHC information & knowledge at your fingertips*

Revised Fact Sheets:

- *Divisions' Matters: Making Divisions' data work for you*
- *Collaborative partnerships in research*

- *Getting research into policy (Revised Dissemination matters)*
- *Conducting effective skill building workshops*
- *Publishing in peer review journals: criteria for success*
- *Power point presentations*
- *Oral presentations: preparation and delivery*
- *Conference works: getting the most out of conferences*
- *Design posters for maximum impact*

These *Fact Sheets* are also available in PDF and are useful resources to share at workshops and conferences <www.phcris.org.au/publications/factsheets>.

Hard copies may be ordered online from <www.phcris.org.au/publications/order.php>

Linking people with resources



Snapshot of Australian primary health care research

Snapshot of Australian primary health care research 2011 presents a collection of outstanding Australian primary health care research recently completed and supported by the Australian Government's Primary Health Care Research, Evaluation and Development (PHCRED) Strategy.

Since 2008, researchers who have been awarded funding through the PHCRED Strategy are invited to submit a précis of their completed research to be considered for inclusion in the annual edition of *Snapshot*. The 2011 edition focused specifically on efforts to improve Australians' experience of their health care system. Research projects ranged from cardiovascular absolute risk assessment, refugee and asylum seeker experiences of GP services, analysing pharmacist

recommendations in aged care, effective change management in sub-acute ambulatory care services, integrated primary health care centres and polyclinics, research capacity building in allied health, chronic diseases in CALD populations, clinical governance, patient affiliation with GPs, optimising access to best practice primary health care, and partnerships for chronic illness prevention.



RESEARCH ROUNDup

RESEARCH ROUNDup is a PHC RIS resource aimed at keeping readers up-to-date with new Australian primary health care research by providing abbreviated reviews of major citation databases and freely available literature, including recent relevant Australian research where available.

The *ROUNDups* describe research relevant to key Australian Government health policy directions as defined by the Department of Health and Ageing and are available in hard copy or to download from: www.phcris.org.au/researchroundup.

In 2011, PHC RIS produced six issues of *RESEARCH ROUNDup*:

- *Socioeconomic status and accessibility to health care services in Australia* (December 2011)
- *eHealth technologies in primary health care: current strengths and limitations* (November 2011)
- *Primary health care and social networking: Opportunities to enhance communication* (October 2011)
- *Health literacy and primary health care* (October 2011)
- *Co-morbidity of mental and physical illness: Meeting unmet care needs* (August 2011)
- *Primary health care for people with intellectual disabilities* (June 2011).

PHC RIS disseminated these publications via the designated subscriber list, website, *eBulletin* and *infontet*. In addition, several external organisations also aided PHC RIS in the dissemination of these resources.

Linking people with resources

Four ROUNDup titles were singled out and promoted by external web sources in 2011:

- 1 *Primary health care for people with intellectual disabilities* was picked up by three sources; Queensland Self-Management Alliance (July), Homelessness Australia (15 and 22 July) and HealthWest partnership (July)
- 2 *Meeting the primary health care needs of refugees and asylum seekers* was picked up by Victorian Refugee Health Network in February and Council of Social Service of NSW (NCOSS) in March
- 3 Hunter New England Health Clinical Governance referred to *Continuity and safety in care transitions: communication at the hospital/community care interface* in May
- 4 Australian Health Information Technology featured *eHealth technologies in primary health care: current strengths and limitations* in December.

Promotion of new ROUNDup titles and other activities via the PHC RIS Twitter account <<http://twitter.com/#!/phcris>> and Facebook account <<http://www.facebook.com/phcris>> resulted in 67 referral visits.

The most viewed on-line ROUNDup (from publication in October to December 2011), with 406 hits and 180 downloads, was *Health literacy and primary health care*. This ROUNDup reported on some recent developments in health literacy research and the role of primary health care in enhancing health literacy to improve health outcomes.

The second most viewed RESEARCH ROUNDup in 2011 (from publication in October to December 2011) was *Primary health care and social networking: Opportunities to enhance communication* (with over 350 hits and 100 downloads), which investigated the ways in which a range of emerging information and communication technologies can improve collaboration between primary health care professionals and across health care sectors.



Policy Issue Review

In 2011, PHC RIS produced a new series of publications that examines topical policy-relevant issues in primary health care. Topics are generated in collaboration with DoHA, are stimulated by specific policy related issues and contain PHC research evidence which is used to inform and help shape policy.

The first six Policy Issue Review publications covered the following topics:

- *Regionally-based needs assessment in Australian primary health care*
- *Disparities in primary health care utilisation: Who are the disadvantaged groups? How are they disadvantaged? What interventions work?*
- *Initiatives to integrate primary and acute health care, including ambulatory care services*
- *Patient Experience of health care performance*
- *Local community reporting models for regional primary health care organizations*
- *Models of patient enrolment.*

Linking through data and information

PHC RIS extrapolates, analyses and synthesises data into information, which is readily accessible and appropriately presented, for exchange between policy makers, researchers and the Divisions of General Practice Network.



RCBI annual reports

One element of the PHCRED Strategy involved support for the 26 University Departments of General Practice and Rural Health through the Research Capacity Building Initiative (RCBI).

These Departments are required to submit annual reports on their RCBI activities and achievements to the Department of Health and Ageing.

PHC RIS supports this process by providing a year-on-year comparison of these results which highlight the achievements of RCBI in increasing the number of:

- researchers supported by RCBI
- Researcher Development Program Fellows
- external grant applications
- successful grants
- peer review papers
- presentations.



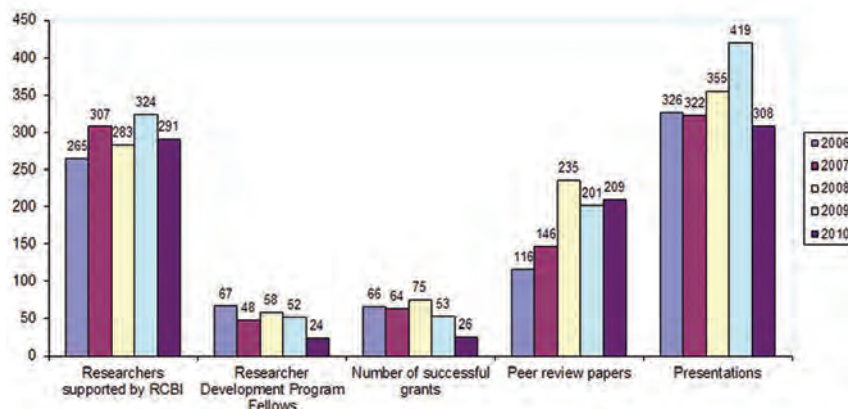
Divisions Online Reporting System

At the beginning of 2011, there were 111 Divisions of General Practice (DGP) and two hybrid State Based Organisation (SBO) Divisions operating in Australia. The shared aim of the Divisions Network is to strengthen the primary health care capacity of Australian general practice. The DGP “play a major part in implementing policy, supporting general practice and managing health programs at a local level” (*What Divisions Do* <www.agpn.com.au/__data/assets/pdf_file/0017/19304/AGPN-What-Divisions-Do.pdf>)

In line with this, Divisions are contractually required to report on the progress of a range of programs and activities conducted within their catchment areas, such as immunisation, Closing the Gap, allied health and rural health. Annual reporting against these associated National Performance Indicators is required at 6 and 12 month intervals.

From 1 January 2010, the More Allied Health Services (MAHS) and three other programs (Regional Health

Activities and achievements of the Research Capacity Building Initiative (2006 - 2010)



Linking through data and information

Services Program; Multipurpose Centre Program; Building Healthy Communities in Remote Australia) were consolidated into the Rural Primary Health Services (RPHS) Program. PHC RIS has been contracted by DoHA to report on the RPHS program data, which will be provided on our website when available. The raw data for the 2010-11 period are available on the PHC RIS on-line system <www.phcris.org.au/dios/displayReport1011.php>

The introduction of an on-line reporting system in 2005-06 streamlined these reporting processes, facilitating data entry, collation and analysis.

Once Divisions' reports have been submitted through the on-line system and are approved by their state and territory offices, these data are made publicly available on the PHC RIS website.



Annual Survey of Divisions

The Annual Survey of Divisions (ASD) is a comprehensive survey completed by all Divisions as part of their 12 month reporting process to collect information on their membership, activities and infrastructure.

PHC RIS uses ASD data to provide Individual Feedback reports which contribute to Divisions' benchmarking and quality improvement processes. ASD data are compiled into the national *Summary Data Report*, which provides aggregate analysis at state and Rural and Remote Metropolitan Area (RRMA) level for policy, Divisions Network, research and wider stakeholder use.

In addition, ASD data are reproduced in various PHC RIS on-line information tools and resources including:

- Division Key Characteristics: current demographic and workforce data
- Fast Facts: graphing key trend 'snapshots' about Division characteristics/activities
- Division Benchmarking Tool: compare Divisions with other 'like' Divisions
- Division Mapping Tool: map where specific programs/activities are taking place
- Division and SBO contact details: telephone, website, CEO details, other links

What the on-line system does

In summary, the Divisions on-line reporting system enables users to access submitted data and to

view key characteristics by Division and state boundaries, such as number of GPs (including female, over 55), number of practice nurses and number of General Practices. It is also possible to view a list of Divisions and SBOs, full reports, National Performance Indicator (NPI) data - individually or aggregated (by state, RRMA) - Successes and Challenges, Collaborations and Executive summaries.

Visit <www.phcris.org.au/divisions> to see what else is available.



PHC RIS Assist

PHC RIS Assist is a free telephone and email service offered to our stakeholders to help them find the information they need, when they need it.

In 2011 PHC RIS Assist received over 800 enquiries, spiking in September (151 enquires) – due to the deadline for 12 month reports, in July (124 enquiries) - which coincided with the deadline for the 2011 – 2012 Annual Plans - and March (96 enquiries) – due to Divisions submitting their six month reports.

Publications

PEER REVIEWED JOURNAL ARTICLES

- Reed RL, Kalucy EC, Jackson-Bowers E, McIntyre E. (2011). What research impacts do Australian primary health care researchers expect and achieve? *Health Research Policy and Systems*, 9, 40
- McIntyre E, Brun L, Cameron H. (2011). Researcher development program of the primary health care research, evaluation and development strategy. *Australian Journal of Primary Health*, 17, 114–121

PHC RIS infonet

Editorial team: Fae Heaselgrave, Louise Baird, Ellen McIntyre, Fiona Hawkins, Bel Lunnay, Bradley Smith

Volume 15: 2010-2011

- Issue 3 – February 2011
- Issue 4 – April 2011
- Issue 5 – June 2011
- Issue 6 – August 2011

Volume 16: 2011-2012

- Issue 1 – October 2011
- Issue 2 – December 2011

RESEARCH ROUNDup

- *Socioeconomic status and accessibility to health care services in Australia*. Katterl R. (December 2011)
- *eHealth technologies in primary health care: current strengths and limitations*. Anikeeva O, Bywood P. (November 2011)
- *Primary health care and social networking: Opportunities to enhance communication*. Anikeeva O, Bywood P. (October 2011)
- *Health literacy and primary health care*. Jackson Bowers E, Howard S, Bywood P. (October 2011)
- *Co-morbidity of mental and physical illness: Meeting unmet care needs*. Lunnay B, Bywood P. (August 2011)
- *Primary health care for people with intellectual disabilities*. Katterl R, Bywood P. (June 2011)

REPORTS

- Primary Health Care Research and Information Service. (2011). *Snapshot of Australian primary health care research 2011*. Ed: Lunnay B, McIntyre E, Kalucy L, Hawkins F, Bywood P, Baird L. Adelaide: PHC RIS
- Primary Health Care Research and Information Service. (2011). *Annual Report 2010*. Adelaide: PHC RIS
- Primary Health Care Research and Information Service. (2011). *Divisions Performance Indicator Report 2008-2009: Aboriginal and Torres Strait Islander Health Checks and Assessment*. Adelaide: PHC RIS
- Primary Health Care Research and Information Service. (2011). *Divisions Performance Indicator Report 2008-2009: Practice Nurse Services*. Adelaide: PHC RIS
- Primary Health Care Research and Information Service. (2011). *Divisions Performance Indicator Report 2008-2009: Divisions' Ability to Meet Reporting Thresholds*. Adelaide: PHC RIS

Presentations, posters and workshops

CONFERENCE PRESENTATIONS

- Petra Bywood, Rachel Katterl, Belinda Lunnay – *Identifying and addressing disparities in PHC services utilisation*, December 2011, 7th Health Services & Policy Research Conference
- Amanda Carne, Ellen McIntyre, Petra Bywood – *Collaborations in PHC Research*, July 2011, PHC Research Conference

WORKSHOPS

- Ellen McIntyre – *Mentoring in Primary Health Care* – September 2011, PHCRED Tri-State Conference
- Ellen McIntyre - *Knowledge Exchange - facilitating the use of research in policy and practice* – April 2011, The Scottish School of Primary Care Annual Conference
- Kathryn Dwan, Petra Bywood, Peter McInnes – *The Rapid Response process: how to survive and prosper* – July 2011, PHC Research Conference

POSTERS

- *Networking: the human factor in knowledge exchange* – Christina Hagger, Ellen McIntyre; 7th Health Services & Policy Research Conference
- *Patients' experiences with integrated care: possible solutions* – Petra Bywood, Sandra Muecke, Eleanor Jackson-Bowers; 2011 PHC Research Conference
- *The Improving Indigenous Access to Mainstream Primary Care Program: an evaluation of the first year of operation* – Rachel Katterl, Amanda Carne; 2011 PHC Research Conference

